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AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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October 20, 2003

TO: Supervisor Yvonne Brathwaite Burke, Chair  
Supervisor Gloria Molina  
Supervisor Zev Yaroslavsky  
Supervisor Don Knabe  
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley   
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORTS – GREATER  
HOPE SOCIETY, SITES #1, #2, AND #3**

We have completed a review of the three group homes operated by the Greater Hope Society, Greater Hope Society #1, Greater Hope Society #2, and Greater Hope Society #3. Each home is contracted with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Greater Hope #1 is a six-bed facility located in the Second Supervisorial District that provides care for boys ages 14-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Greater Hope #1 was providing services for six Los Angeles County DCFS children.

Greater Hope Society #2 is a six-bed facility located in the Fourth Supervisorial District that provides care for boys ages 14-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Greater Hope Society #2 was providing services for six DCFS children.

Greater Hope Society #3 is a six-bed facility located in the Second Supervisorial District that provides care for boys ages 8-17 years who exhibit behavioral, social, and emotional difficulties. At the time of the monitoring visit, Greater Hope Society #3 was providing services for six DCFS children.

*"To Enrich Lives Through Effective and Caring Service"*

### **Scope of Review**

The purpose of the review was to verify that the three agencies were providing services outlined in their Program Statements. Additionally, the review covered basic child safety and licensing issues. The review included an evaluation of each home's Program Statement, internal policies and procedures, child case records, a facility inspection, and interviews with two children placed in each of the respective homes at the time of the reviews. The interviews with the residents were designed to obtain their perspectives on the program services provided by the group home and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, all three homes were providing the services outlined in their Program Statements. However, we did note a few areas where improvements are needed.

#### **Greater Home Society #1**

Greater Hope Society #1 needs to remove inappropriate posters from the residents' bedroom walls; provide placement workers the opportunity to participate in the development and updating of Needs and Services Plans; and provide each resident with a life book.

#### **Greater Hope Society #2**

Greater Hope Society #2 needs to remove inappropriate posters from the residents' bedroom walls; provide placement workers the opportunity to participate in the development and updating of Needs and Services Plans; and improve its Quarterly Reports.

#### **Greater Hope Society #3**

Greater Hope Society #3 needs to provide placement workers the opportunity to participate in the development and updating of Needs and Services Plans, and provide each resident with a life book.

Attached are detailed reports of the findings for each home.

### **Review of Report**

We discussed our report with the Agency's management. The Agency's management has agreed to provide DCFS with a written corrective action plan within fifteen business days of this report. We thank Greater Hope Society's management and staff for their cooperation during our review.

If you have any questions, please contact me, or have your staff contact Patrick McMahon at (213) 974-0729.

JTM:PM:CC

Attachment

c: David E. Janssen, Chief Administrative Officer  
Violet Varona-Lukens, Executive Officer  
Public Information Office  
Audit Committee  
David Sanders, Ph.D., Director, DCFS  
Richard Shumsky, Chief Probation Officer

Greater Hope Society  
Site #1  
26303 Belle Porte  
Harbor City, CA 90710  
Phone: (310) 257-1980  
License No.: 198203897  
Rate Classification Level: 10

## **I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

### **Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Greater Hope Society #1 is a large home located on a quiet residential street. The facility is well maintained, nicely landscaped, and blends well with the other homes on the block. No safety hazards were observed.

The interior of the home was generally neat and clean. The common rooms were nicely decorated and maintained. Resident bedrooms were spacious, comfortable, and personalized with posters, pictures, and knick-knacks.

In two of the bedrooms however, the walls were decorated with posters of scantily clad women. This was discussed with the facility's management who stated that the issue would be addressed.

There was some age-appropriate play equipment in the home including table games, a TV, VCR, weights, and basketball equipment. There was also a computer with a variety of programs, books, and resource material.

There was a sufficient supply of frozen foods, meat, canned goods, bakery items, and fresh fruit, properly stored.

### **Recommendations**

- 1. Greater Hope Society #1 management remove inappropriate posters from the residents' bedroom walls.**

## **II. PROGRAM SERVICES**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

Both residents met Greater Hope Society #1's population criteria as outlined in their program statement and received a complete initial diagnostic assessment.

The Needs and Services Plans (NSPs) were realistic, measurable, and time specific. However, the children's placement workers were not given the opportunity to participate in the development and updating of the NSPs.

The Quarterly Reports were current, comprehensive, timely, and focused on the goals in the NSPs.

Both residents were receiving individual and group therapy.

#### **Recommendations**

- 2. Greater Hope Society #1 management provide placement workers the opportunity to participate in the development and updating of residents' Needs and Services Plans.**

## **III. EDUCATIONAL AND EMANCIPATION SERVICES**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

Both residents were enrolled in school and their records contained semester report cards and/or progress reports. The residents reported that they were provided with a sufficient amount of educational stimulation away from school on a daily basis and that staff was supportive of their academic progress.

Development of daily living skills was part of the facility's program. The residents were involved in the planning and preparation phase of meals, hygiene care was discussed as needed, and employment preparation encouraged.

Age-appropriate residents were offered the opportunity to participate in emancipation and vocational programs.

### **Recommendations**

**There are no recommendations for this section.**

## **IV. RECREATION AND ACTIVITIES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Greater Hope #1 provided residents with sufficient opportunity to participate in both on-ground and off-ground recreational activities. The residents expressed satisfaction with the variety and the quantity of activities provided by the facility and stated that the recreation schedules were followed and implemented.

Local community organizations were utilized for recreation and program resources. The residents reported that they participated in the planning of some of the activities, had ample free time, and were able to participate in self-selected activities.

Transportation is provided to and from activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. PSYCHOTROPIC MEDICATION**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: There were six residents placed in the agency at the time of the review. A review of case files was conducted for two of the residents on psychotropic medications.**

### **Comments:**

The residents receiving psychotropic medication had current court authorizations. Documentation confirmed that the children were routinely seen and medication reviewed by the prescribing psychiatrist.

Medication logs were properly maintained.

### **Recommendations**

**There are no recommendations for this section.**

## **VI. PERSONAL RIGHTS**

### **Method of assessment – Resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

Both residents expressed satisfaction with the facility and staff. The residents participated in an initial orientation and the policies and procedures were posted in the facility. The residents reported that they felt safe in the home, there was no interference with daily living functions, and that the atmosphere was generally respectful.

Both residents reported satisfaction with the food and their ability to participate in menu development. The residents also reported that staff supervised them appropriately and expressed satisfaction with the quality of their interactions with the staff. Both residents felt that there was at least one staff member they could trust and easily talk to.

Both residents reported that they had been assigned reasonable chores to complete on a daily basis, were able to have visitors, make and receive personal telephone calls, and contact their workers, attorneys, and family members as needed. Both residents attended weekly religious services of their choice and felt that staff respected their cultural lifestyles by allowing residents to celebrate different holidays.

Both residents reported that the discipline policies were consistently enforced by all of the staff and that they had fair and appropriate consequences for inappropriate behavior.

Both residents were aware of their right to refuse medication.

#### **Recommendations**

**There are no recommendations for this section.**

## **VII. CLOTHING AND ALLOWANCE**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

Greater Hope Society #1 provides appropriate clothing, items of necessity, and allowances to the residents. Greater Hope Society #1 supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are

given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The residents are provided with a fair minimum weekly allowance that they were able to increase based on the agency's behavioral system.

Greater Hope Society #1 provides residents with adequate personal care items and sufficient, secure space to store their personal items.

Neither resident had a life book.

### **Recommendations**

- 3. Greater Hope Society #1 management provide each resident with a life book.**



Greater Hope Society  
Site #2  
26610 Via Marquette  
Lomita, CA 90717  
Phone: (310) 257-1980  
License No.: 198203468  
Rate Classification Level: 10

## **I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

### **Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Greater Hope Society #2 is a large home located on a quiet residential street. The facility is well maintained, nicely landscaped, and blends well with the other homes on the block. No safety hazards were observed.

The interior of the home was generally neat and clean. The common rooms were nicely decorated and maintained. Resident bedrooms were spacious, comfortable, and personalized with posters, pictures, and knick-knacks.

In one of the bedrooms however, the walls were decorated with posters of scantily clad women. This was discussed with the facility's management who stated that the issue would be addressed.

There was some age-appropriate play equipment in the home including table games, a TV, VCR, a swimming pool, weights, and basketball equipment. There was also a computer with a variety of programs, books, and resource material.

There was a sufficient supply of frozen foods, meat, canned goods, bakery items, and fresh fruit, properly stored.

### **Recommendations**

- 1. Greater Hope Society #2 management remove inappropriate posters from the resident bedroom walls.**

## **II. PROGRAM SERVICES**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

Both residents met Greater Hope Society #2's population criteria as outlined in their program statement and received a complete initial diagnostic assessment.

The Needs and Services Plans (NSPs) were realistic, measurable, and time specific. However, the children's placement workers were not given the opportunity to participate in the development and updating of the NSPs.

One Quarterly Report is current, comprehensive, timely, and focused on the goals in the resident's NSP. However, the other Quarterly Report reflected inaccurate information regarding medication being taken by the resident.

Both residents were receiving individual and group therapy.

#### **Recommendations**

##### **2. Greater Hope Society #2 management:**

- a. Provide placement workers the opportunity to participate in the development and updating of residents' Needs and Services Plans.**
- b. Ensure that Quarterly Reports reflect correct information regarding the medication a resident is receiving.**

## **III. EDUCATIONAL AND EMANCIPATION SERVICES**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

Both residents were enrolled in school and their records contained semester report cards and/or progress reports. The residents reported that they were provided with a sufficient amount of educational stimulation away from school on a daily basis and that staff was supportive of their academic progress.

Development of daily living skills was a part of the facility's program. The residents were involved in the planning and preparation phase of meals, hygiene care was discussed as needed, and employment preparation encouraged.

Age-appropriate residents were offered the opportunity to participate in emancipation and vocational programs.

### **Recommendations**

**There are no recommendations for this section.**

## **IV. RECREATION AND ACTIVITIES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Greater Hope #2 provided residents with sufficient opportunity to participate in both on-ground and off-ground recreational activities. The residents expressed satisfaction with the variety and the quantity of activities provided by the facility and stated that the recreation schedules were followed and implemented.

Local community organizations were utilized for recreation and program resources. The residents reported that they participated in the planning of some of the activities, had ample free time, and were able to participate in self-selected activities.

Transportation was provided to and from activities.

### **Recommendations**

**There are no recommendations for this section.**

## **V. PSYCHOTROPIC MEDICATION**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: There were six residents placed in the agency at the time of the review. A review of case files was not conducted as there were no residents prescribed psychotropic medications.**

### **Comments:**

According to management, there were no residents receiving psychotropic medication.

## **Recommendations**

**There are no recommendations for this section.**

## **VI. PERSONAL RIGHTS**

### **Method of assessment – Resident interviews**

#### **Sample size for resident interviews: Two**

#### **Comments:**

Both residents expressed satisfaction with the facility and the staff. The residents participated in an initial orientation and the policies and procedures were posted in the facility. The residents reported that they felt safe in the home, there was no interference with daily living functions, and that the atmosphere was generally respectful.

Both residents reported satisfaction with the food and their ability to participate in menu development. The residents also reported that the staff supervised them appropriately and expressed satisfaction with the quality of their interactions with the staff. Both residents felt that there was at least one staff member they could trust and easily talk to.

Both residents reported that they had been assigned reasonable chores to complete on a daily basis, were able to have visitors, make and receive personal telephone calls, and contact their workers, attorneys, and family members as needed. Both residents attended weekly religious services of their choice and felt that staff respected their cultural lifestyles by allowing residents to celebrate different holidays.

Both residents reported that the discipline policies were consistently enforced by all of the staff and that they had fair and appropriate consequences for inappropriate behavior.

Both residents were aware of their right to refuse medication.

## **Recommendations**

**There are no recommendations for this section.**

## **VII. CLOTHING AND ALLOWANCE**

### **Method of assessment – Review of relevant documents and resident interviews**

#### **Sample size for resident interviews: Two**

**Comments:**

Greater Hope Society #2 provides appropriate clothing, items of necessity, and allowances to the residents. Greater Hope Society #2 supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The agency provides its residents with a fair minimum weekly allowance that they are able to increase based on the agency's behavioral system.

Greater Hope Society #2 provides residents with adequate personal care items and sufficient, secure space to store their personal items.

Both residents had life books.

**Recommendations**

**There are no recommendations for this section.**

Greater Hope Society  
Site #3  
1412 West 255<sup>th</sup> Street  
Harbor City, CA 90710  
Phone: (310) 257-1980  
License No.: 191601573  
Rate Classification Level: 10

## **I. FACILITY AND ENVIRONMENT**

*(Facility Based - No Sample)*

**Method of assessment – Observation and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Greater Hope Society #3 is a large home located on a quiet residential street. The facility is well maintained, nicely landscaped, and blends well with the other homes on the block. No safety hazards were observed.

The interior of the home was generally neat and clean. The common rooms were nicely decorated and maintained. Resident bedrooms were spacious, comfortable, and personalized with posters, pictures, and knick-knacks.

There was some age-appropriate play equipment in the home including table games, a TV, VCR, and basketball equipment. There was also a computer with a variety of programs, books, and resource material.

There was a sufficient supply of frozen foods, meat, canned goods, bakery items, and fresh fruit, properly stored.

### **Recommendations**

**There are no recommendations for this section.**

## **II. PROGRAM SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Both residents met Greater Hope Society #3's population criteria as outlined in their program statement and received a complete initial diagnostic assessment.

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The Needs and Services Plans (NSPs) were realistic, measurable, and time specific. However, the children's placement workers were not given the opportunity to participate in the development and updating of the NSPs.

The Quarterly Reports were current, comprehensive, timely, and focused on the goals in the NSPs.

Both residents were receiving individual and group therapy.

### **Recommendations**

**Greater Hope Society #3 management provide placement workers the opportunity to participate in the development and updating of residents' Needs and Services Plans.**

## **III. EDUCATIONAL AND EMANCIPATION SERVICES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

### **Comments:**

Both residents were enrolled in school and their records contained semester report cards and/or progress reports. The residents reported that they were provided with a sufficient amount of educational stimulation away from school on a daily basis and that staff was supportive of their academic progress.

Development of daily living skills was a part of the facility's program. The residents were involved in the planning and preparation phase of meals and hygiene care was discussed as needed.

Both residents were too young to participate in emancipation and vocational programs.

### **Recommendations**

**There are no recommendations for this section.**

## **IV. RECREATION AND ACTIVITIES**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Greater Hope #3 provided residents with sufficient opportunity to participate in both on-ground and off-ground recreational activities. The residents expressed satisfaction with the variety and the quantity of activities provided by the facility and stated that the recreation schedules were followed and implemented.

Local community organizations were utilized for recreation and program resources. The residents reported that they participated in the planning of some of the activities, had ample free time, and were able to participate in self-selected activities.

Transportation was provided to and from activities.

**Recommendations**

**There are no recommendations for this section.**

**V. PSYCHOTROPIC MEDICATION**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews:** There were six residents placed in the agency at the time of the review. A review of case files was conducted for two of the residents prescribed psychotropic medications.

**Comments:**

The residents receiving psychotropic medication had current court authorizations. Documentation confirmed that the children were routinely seen by the psychiatrist for an evaluation of their medication.

Medication logs were properly maintained.

**Recommendations**

**There are no recommendations for this section.**

**VI. PERSONAL RIGHTS**

**Method of assessment – Resident interviews**

**Sample size for resident interviews:** Two



**Comments:**

Both residents expressed satisfaction with the facility and the staff. Residents participated in an initial orientation and the policies and procedures were posted in the facility. The residents reported that they felt safe in the home, there was no interference with daily living functions, and that the atmosphere was generally respectful.

Both residents reported satisfaction with the food and their ability to participate in menu development. The residents also reported that the staff supervised them appropriately and expressed satisfaction with the quality of their interactions with the staff. Both residents felt there was at least one staff member they could trust and could easily talk to.

Both residents reported that they had been assigned reasonable chores to complete on a daily basis, were able to have visitors, make and receive personal telephone calls, and contact their workers, attorneys, and family members as needed. Both residents attended weekly religious services of their choice and felt that staff respected their cultural lifestyles by allowing residents to celebrate different holidays.

Both residents reported that the discipline policies were consistently enforced by all of the staff and that they had fair and appropriate consequences for inappropriate behavior.

Both residents were aware of their right to refuse medication.

**Recommendations**

**There are no recommendations for this section.**

**VII. CLOTHING AND ALLOWANCE**

**Method of assessment – Review of relevant documents and resident interviews**

**Sample size for resident interviews: Two**

**Comments:**

Greater Hope Society #3 provides appropriate clothing, items of necessity, and allowances to the residents. Greater Hope Society #3 supplies its residents with the required monthly clothing allowance in the amount of fifty dollars, and the residents are given the opportunity to select their own clothes. Clothing provided to the residents is of good quality and of sufficient quantity.

The residents are provided with a fair minimum weekly allowance that they are able to increase based on the agency's behavioral system.

Greater Hope Society #3 provides residents with adequate personal care items and sufficient, secure space to store their personal items.

Neither resident had a life book.

**Recommendations**

3. **Greater Hope Society #3 management provide each resident with a life book.**